



CQC Registered Body No: 2000034696

## **Covering Medway and Kent**



## **Service User Guide**

**In Compliance with Regulation 4 (1) and Schedule 1 –  
The Domiciliary Care Agencies Regulations 2002**

**HACO Healthcare is an arm of Health Action Charity Organisation (HACO)**

**Registered Charity no. 1101235**

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## **HOW TO CONTACT US**

**Tel: 01634844044**

**Fax: 05601277365**

**E-mail: [info@hacohealthcare.org.uk](mailto:info@hacohealthcare.org.uk)**

**Website: [www.hacohealthcare.org.uk](http://www.hacohealthcare.org.uk)**

Any information you give us will be held in confidence by HHC in accordance with the Data Protection Act 1998. If we need to discuss this information with anyone else we will usually ask your permission. Please note, however, that the Care Quality Commission and the police may view information about you without your consent. Please also be aware that Home Care staff has a duty to report situations where they believe you are, or may be, at risk. In this instance the appropriate people will be informed on a 'need to know' basis only.

If you need this guide in large print, Braille, on audio CD or electronically, please Contact HACO Healthcare Office

## About HACO Healthcare of London Home Care

HACO Health Care (HHC) is an arm of Health Action Charity Organisation (HACO) HACO is a registered charity, registered in England and Wales HHC undertakes to provide care to individuals in Medway & Kent who live in their own homes

**Hours of operation:** HACO Health Care Office is open Monday to Friday from 9am to 5pm. Outside of these hours an answering machine is available for you to leave any messages. In the event of an emergency you or your relative should use the emergency telephone number, which is given on the answering machine, to contact the “out of hours” manager

**Out of Office Hour:** 07:00am – 09:00am & 05:00pm-10:00pm.

When should you call HACO Health Care’s out of hours’ service?

- If your Care Worker has not arrived within 20 minutes of the time the service was booked for and you are unable to contact the main office.
- If you need to cancel a service for that evening or before the office opens the next morning.
- If you are concerned and wish to verify a Care Workers identity prior to allowing them into your home.

**Rochester Office**

Tel: 01634844044

**Out of Office Number: 07946514266**

If you are feeling unwell or have had an accident you should contact either your GP or call 999.

If you wish to confirm the name of a carer that will be visiting please call during normal office hours. It is important to understand that the out of hours’ service will be operated by branch personnel and should therefore only be used when essential. Calling the out of hours’ emergency service number when not essential could prevent emergency calls being received from other Service Users.

## **Statement of Purpose**

HACO Health care aims to meet our Service Users' needs by providing a high quality domiciliary care service and to provide the highest standard of support to all our Service Users.

We will strive to be an agency of excellence and to treat all Service Users individually with dignity and respect.

### **Principal Objectives for HACO Health Care (HHC)**

To provide support to enable Service Users to be cared for in their own homes for as long as possible or to enable them to return to their own homes from hospital or other accommodation elsewhere, thereby promoting real choice in practice between support at home and residential care

To recognise diversity of Service Users, their family and friends

To provide an appropriate, sensitive service that achieves positive outcomes for individual Service User

### **Aims**

- To provide the necessary and appropriate support to achieve identified objectives/outcomes. The support provided will take into account the needs, wishes of the Service User and should maximise their independence with their physical, spiritual and emotional welfare, being of paramount importance.
- To consider sometimes conflicting needs and wishes of Service Users and family in order to ensure the care provided is appropriate.
- To ensure that the Service User has mental capacity unless the contrary can be established, and will take all practical steps to help the Service User to make their own decisions about all element of their support. The wishes and involvement of the Service User should be paramount. Even in the event of a lack mental capacity, a Service User's prior wishes and briefs should be respected in coming to any decision on their behalf and such decisions should always be made whilst taking into account their best interests.

## Information of Services

### HHC Offers A Range Of Services Including:

- Assistance with personal care
- Support following hospital discharge
- Assistance with meal preparation
- Assistance with medication
- Support for carers
- General practical and domestic services
- Escort services
- Companionship

All of the above services are provided by care workers making personal visits at agreed times to meet the needs of the service user and their chosen life style. The visit can vary in length from 30 minutes to one or more hours. One or more visits can be made throughout the day from one to seven days per week, following an assessment of need that will identify the services required. Care workers can be provided to sleep-in overnight or on a waking night basis as well as full 24 hour per day cover.

Practical tasks include:

- making or changing your bed;
- emptying commodes;
- shopping for service users – the use of money, only in accordance with HHC's policy on service user finances;
- assistance with a service user's laundry and can include ironing;
- preparing a service user's meals;
- vacuum cleaning;
- Light domestic tasks – washing dishes, dusting, cleaning of toilets and bathrooms etc.

Personal care can include assistance with:

- washing;
- shaving (not wet shaving);
- oral care;
- dressing;
- toileting;
- continence care;
- feeding;
- assistance with medication or with the use of a dosette box;
- assistance with getting up or going to bed.

## **People for Whom We Are Able To Provide Support**

- Older people
- People with sensory loss, including dual sensory impairment
- Adult with physical disability
- Independent living support for adult with mental health needs
- Independent living support for adult with learning disabilities

HACO Health Care (HHC) provides Home Care Support in The Following Areas:

- Medway
- Kent

## **Standards that you can expect from us**

Your Care Worker should:

- Complete the tasks in your care plan;
- Arrive as near as possible to the time stated in the care plan.  
If, however, they are delayed by an emergency or road conditions every effort will be made to contact you;
- Wear a uniform with the HACO Health Care logo badge and carry a photo identity card;
- Be polite and courteous;
- Maintain a good standard of appearance;
- Keep all your personal and financial matters strictly confidential;
- Respect your rights and dignity and promote your independence at all times;
- Respond to changes in your needs and help to put you in touch with other agencies when necessary;
- Show respect for your home, belongings personal preferences and personal standards of behaviour;
- Have the knowledge, skills and competence to carry out their work with you.

If you have concerns about any aspect of these or other components of your care package, you should contact the management team at any time, using the number below.

**01634844044**

# An Overview of the Delivery of Your Care

A member of our management team will visit you and undertake an assessment of your needs. They will carry out a social care assessment with you to identify what support you may require at home in order to best meet your needs. Your Care Worker/s will leave a copy of this assessment in your home for your information and reference.

The assessor will also conduct a basic risk assessment in order to ensure that work can be undertaken safely in your home. If required, a moving and handling risk assessment will also be undertaken in order to identify any equipment and/or handling techniques needed for your care to be provided.

Your Care Worker/s will leave a copy of these assessments and a care plan in your home for reference.

A HACO ‘care delivery pack’ will also be left with the care plan pack. This will be used by the Care Worker to record information about their visit and a summary of tasks carried out and provides information for other Care Workers, relatives, Doctors and Health Visitors.

Your Care Plan and Risk Assessment will be formally reviewed every three months by a Team Manager to see if your needs have changed. However, Care Workers will monitor your care plan and if at any time it is felt your needs have changed he/she will let your Team Manager know.

If your care is being commissioned by Medway or Kent County Council, this assessment will be in partnership with your Care Manager.

The name and contact number of the Team Manager who will be responsible for your care is:

.....

Tel: .....

You can contact this person if you have any queries or concerns



## Compliments, Comments and Complaints

HACO Health Care welcomes any Comments, Compliments or Complaints about the services delivered or how to improve the care services provided. HACO Health Care aims to provide a high quality service. If you feel we have failed, or if you want to tell us about something we have done well, please read on. Anyone, no matter who they are, can raise concerns or comment on our service. If you wish, you can ask someone else to make a complaint on your behalf. All comments and complaints will be dealt with confidentially.

### **You have the right to make comment or complain about:**

A service you have received;

- Lack of service;
- A plan or decision affecting you or someone close to you.  
It is your right to have your complaint fully investigated.  
Unless we know of your concerns we cannot help you,  
so please let us know.

You will find a form for compliments, comments and complaints at the end of this booklet. Please use the form to tell us what you think of our services. The form can be sent to our head office, at the address below:

The Complaints Officer  
HACO Health Care  
1b Northgate  
Rochester  
Kent. ME1 1LS  
Tel: 01634844044

The Complaints Officer will deal with your complaint as quickly as possible and will keep you informed of progress. The job of the Complaints Officer is to facilitate a quick and satisfactory response to your complaint and to be a clearly identifiable person for you to deal with.

The Complaints Officer will try to respond to your complaint within 20 working days, but if it is going to take longer you will be given the reason for the delay. You will be notified in writing of any decision on your complaint and of any action which is being taken. We hope that the situation will be resolved to your satisfaction at this stage and that no further action will be required. However, if you are not happy with the response given by the Complaints Officer, then please move on to Stage 2

## ***Stage 2 - Write to the Director***

If you feel that the situation has not been resolved by investigation in Stage 1, you can write to the Director, who will investigate and try to give a final response within 20 working days.

## ***Stage 3 - Making an Appeal***

If you are not satisfied with the outcome at the end of Stage 2 you can write to our Appeals Panel. You must appeal within 20 working days of receiving the Director's letter. This panel will consist of members from our Board of Trustees, who will investigate your complaint further.

The Appeal Panel can be contacted by writing to:-

The Secretary

Board of Trustees

Health Action Charity Organisation (HACO)

1b Northgate

Rochester

Kent. ME1 1LS

The decision of the Appeals Panel will be final.

You also have the opportunity to complain to the **Care Quality Commission (CQC)**

The CQC took over from the Commission for Social Care Inspection on 1 April 2009. It is responsible for the registration and inspection of social care services in England.

Help line: 03000 616161

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

# **Key Policies and Procedures**

## **Service Users' Rights**

The Service Users' dignity and value will be recognised and respected. In particular, where decisions are being made on behalf of the Service User, they should restrict that person's rights and freedom of action as little as possible and take into account any known wishes and beliefs of the individual

## **Personal Choice**

HHC will encourage each Service User to exercise his or her full potential for making personal choices related to opportunities and lifestyles. Also, to ensure that the Service User (or where appropriate, their representative) is consulted directly in decisions over the provision, extends and timing of any care plan as well as over the withdrawal of any services

Where due to lack of mental capacity, the Services User is unable to participate fully in planning care; consideration should nevertheless be given his or her wishes, insofar as these are expressed and achievable. Attention will be focused on whether the Service User has fluctuating mental capacity. Where a decision made on behalf can be delayed until they can be fully involved, the process will be postponed until the Service User can fully participate. In all cases, the best interest of the Service User will be given paramount consideration and HACO Health Care (HHC) will refer to mental capacity legislation and related codes of practice for further guidance.

Based on the legitimate nature of personal care, Service Users may request carers from a similar cultural, ethnic or religious back ground or request a carer who is of the same sex. Such requests may only be granted where the manager is satisfied that there is a genuine occupational requirement for carers to be the same sex, culture, ethnic or religion requested and that this does not contravene anti-discrimination law.

Discrimination can both arise in the relationship with Service Users and with the carers. HHC could be at risk of both legal action and adverse publicity where issues of discrimination arise. Legal advice on such issues will be sought promptly.

## **Privacy and Confidentiality**

The right of Service Users and their families and carers to privacy will be safeguarded. Information kept about Service Users, their families and carers will only be made available to those individuals on request in compliance with data protection legislation and will only be given to other agencies as required by law. In exceptional circumstances, to prevent harm to the Service User or with permission of the Service Users or (where appropriate) their representative. HHC has a confidentiality policy that is binding to staff. A copy of this policy is available to Service Users and their representatives on request.

## **“Whistle blowing”**

There is an active “whistle blowing” policy in place to ensure that care assistants disclosing information regarding criminal offences, failures in respect of legal obligations, miscarriage of justice, health and safety or the environment are protected

## **Equal Opportunities – All Clients**

HACO Health Care aims to satisfy the needs of Service Users by working within equal opportunities framework at all times. This means that individuals will be treated equally, irrespective of their sex, age, marital status, racial or ethnic origin, physical disability or sexual orientation

## **Freedom from Abuse**

Service Users to be safeguarded from any form of abuse or exploitation including physical, financial, psychological, sexual abuse, neglect, discriminatory abuse or self harm or inhuman or degrading treatment through deliberate intent, negligence or ignorance in accordance with our written policies and procedures

## **Recruitment and Vetting**

HHC will ensure correct precautions are adhered to whilst recruiting and selecting management staff and care assistants. Written references are obtained from at least two sources and wherever possible, at least one of these will be from their current or most recent employer. References will be checked as to their validity and open references will not be accepted. A suitably trained member of staff will personally interview all potential care assistants.

HHC will also conduct enhanced checks against criminal records and barring lists operating in the jurisdiction in which they operate. HHC will comply with prevailing codes of practice and guidance applicable to criminal record checks.

## **Getting Service Users Involved**

As a Service User focused service, we will actively involve our current Service Users in the recruitment process, inclusive of interview and selection of potential staff. Some of whom are experts by experience and know what quality they expect from a care service. We can support potential interviewers by giving or refreshing interview techniques through training. A 'certificate of Attendance' is awarded to the individual on completion of the training.

## **Training**

Induction training will be given to all managers and care assistants. Further training appropriate to duties to be performed will be provided as necessary. Managers and care assistants will develop their skills through training. HHC will comply with regulatory requirements for induction training, specialist skills training, supervision and vocation qualifications.

In accordance with the minimum care standard, HHC will ensure care assistants hold an NVQ Level 2 in Health and Social Care. Newly appointed staffs, after completing a satisfactory six months probationary period, are registered for this qualification.

## **Quality Service**

HHC is dedicated to maintaining and improving the quality of their service provision. Our quality assurance programme is committed to establishing how services are experienced by those who received them.

As part of this process, we undertake to visit customers at least twice a year to establish their views, using a customer monitoring form and to conduct a postal survey annually. The feedback from our Service Users will enable us measure outcome against performance criteria, provide information for analysis and action planning and create a platform from which we can effectively monitor, maintain and improve service delivery to our Service Users.

All Home Care staff are interviewed, reference and CRB checked to ensure they are suitable to undertake care work in people's homes. All staff must carry identity cards and show them upon request.

## **Maintenance of Confidentiality**

We will respect any information you give us about yourself in confidence. Your Care Worker will restrict access to information to staff within HHC and other relevant professionals. Any breaches of confidentiality by any member of staff will be dealt with through the company's disciplinary procedures.

Some of your details that may be held on file or on computer include: name and address, telephone number, next of kin, GP and details of your care package. Any messages received are also logged on the database of HHC. Information will only be disclosed to others with your consent or if it is required by law.

## **Handling Your Money**

No financial transactions will be carried out by a Care Worker, on your behalf, unless it is an agreed part of your care package. Even in these circumstances, we limit financial transactions to small amounts of shopping and only within agreed financial limits.

Care Workers will be issued with a Financial Transaction form, which details any financial transactions undertaken by the Care Worker on your behalf.

## **Gifts and Hospitality**

On occasion you may wish to express your thanks to a Care Worker by making a gift. HHC feels it is extremely important to maintain a professional service and limits what might be acceptable for our care workers to receive. We recognise, however, that in some circumstances to refuse to accept a gift may cause offence, for example at Christmas or a birthday, but in such circumstances receipt of the gift should be notified to Head Office and recorded in the Home Care records. A maximum gift value of £10 is deemed acceptable.

## **Bequests in Wills**

Staffs are not allowed to accept bequests under wills. Neither are they permitted to act as witnesses on wills or any other legal documents regarding a Service User.

## **Additional Services**

You can purchase further services from HHC over and above the care being given and paid for via Social Services. These will have to be paid for separately by yourself or relatives. If you require additional services please contact our main Office.

Care Workers are not allowed to undertake any work for you through a private arrangement, even though you may offer to pay for this.

## **Helping With Medication**

Care Workers can provide assistance to you with your medication when identified as part of your care package. For this to happen, you or those close to you must arrange for your pharmacist to have your medication dispensed into a dosette box or blister pack so that you can be helped with your medication safely. You will also need to arrange for repeat prescriptions. Care Workers are not allowed to assist with medication unless it has been dispensed in a dosette box or blister pack

## **Safe Keeping of Keys**

HACO Health Care does not allow Care Workers to hold keys to a Service User's property. In emergency situations HACO Health Care will hold keys for a short period of time until the Social Services Department or the Service User installs a door entry system or key safe. In these situations a written agreement is in place between the purchaser and HACO Healthcare.

Where keys are held a sufficient number of keys will be required to cover for emergencies and all parties will complete a signed agreement. Under no circumstances should you give a key to your property directly to a Care Worker without the express written agreement of HACO Health Care.

## **Main Terms and Conditions of Service**

If all of your care has been arranged by a Social Worker and the Local Authority is the purchaser then there are no fees liable to HACO HealthCare from you. There may well be an arrangement in place whereby you will be expected to make a contribution to the Local Authority towards the cost of your care, following an assessment of need. If so this will be arranged by your Social Worker and they will provide all the necessary details to you. No monies should be paid to HHC or given to your Care Worker.

**Unless otherwise stated, the following apply only to private clients**

### **Charges for Private Service Users**

You will be charged for all agreed and contracted work undertaken by an employee of HACO Health Care. All rates are inclusive of National Insurance Contributions, commission and all other costs unless agreed in writing as an addition to the booking agreement. All charges are subject to regular review and variations will be notified to you in writing from time to time. All charges must be paid to HACO Health Care. Payment must not, under any circumstances be made to the Care Worker.

### **Bank Holiday and Public Holidays**

All Public and Bank Holidays will be charged at twice the normal rate. In addition to Bank Holidays and Public Holidays the Bank Holiday rates will also apply to the Saturday and Sunday of Easter weekend, the 24th of December after 17:00 hours and 31st December after 17:00 hours. Where Christmas and New Year holidays fall on or immediately prior to/after a weekend, Health Care will advise you of the rates that will apply.



## **Timesheets**

It is in your interest to ensure an HACO Health Care timesheet is signed at the time of each visit. Failure on your part to countersign the timesheet will not affect your liability for payment. The timesheet acts as a record of the time worked and upon which the charge to you is based. It is final and binding in any event, whether countersigned by you or not. Any queries must be raised by you or your relative/representative with the office within 3 days of the date recorded on the timesheet concerned.

## **Accommodation and Meals – all clients**

**HACO Health** Care Workers on residential duty and adequate facilities to rest and sleep for **HACO Health** Care Workers on sleep-in duties. Where Care Workers are providing extensive care, (a minimum of a 4 hour continuous shift), over normal mealtimes or 24 hour care packages, you are expected to allow them the use of facilities for the preparation of food. You may not deduct the cost of the meals or any other type of benefit in kind for a member of staff from the **HACO Health** Care invoice. All of the above will be agreed with you in writing prior to the implementation of the care package.

## **Payment**

Payment for services provided will be itemised on a HACO HealthCare invoice, which is issued on a 4 weekly basis. Each visit will be listed along with the individual charge for the visit. Fees are due for payment immediately on receipt of our invoice. HACO Health Care reserves the right to require a deposit in an amount to be agreed as security against any payment.

## **Penalty for Late Payment**

If no payment is received within 7 days after the date of the invoice and unless HACO HealthCare has specifically agreed different terms, a 10% surcharge will be levied on the invoice.

## Cancellation

On occasion it may be necessary for you to cancel one or more booked visits from your carer. In these circumstances three working days notice of cancellation is required, otherwise the full charge for the planned visits will be levied. HACO Health Care also reserves the right to withdraw services from a Service User where Care Workers are subject to undue hazard, intimidation, violence or threat. This right is not expressed lightly and will only be exercised when all other avenues for resolving the problem with the Service User have been attempted. However, it is recognised that HACO Health Care has ultimate responsibility for safeguarding the health and safety of its staff.

## Disclaimer – All Service Users

HACO Health Care Workers will always, whilst providing care to Service Users, treat your property and possessions with respect. However, on occasion accidental damage and, breakages can occur. You are therefore advised that **HACO Health Care accept no liability or responsibility for this type of damage**. Therefore, we recommend to Service Users that breakages and damage should be processed through your own buildings and contents insurance.

## Other Aspects of your Agreement with Us – All Service Users

You will be asked to give details of your next of kin or any person you wish to act as your representative. The care plan will detail the specific tasks that HACO Health Care will provide to you on the days when your services are commissioned. This will also include the approximate starting time and duration of calls required. We will provide staff with appropriate personal protective equipment, including gloves and aprons. Either you or your local Social Services Department will be responsible for the supply of all other necessary equipment e.g. hoists, commode, bath seat etc. It is also the responsibility of the Service User and/or the Local Authority Social Services Department to maintain such equipment.

You will be responsible for providing all cleaning materials and equipment to be used to undertake housework. You have the right to inspect all the records we hold relating to you. This is in conjunction with HACO Health Care's Control and Access to Records Policy, and in line with the Data Protection Act.

## **The Care Quality Commission. CQC**

We are regulated and inspected by the Care Quality Commission CQC  
CQC is a National body, which regulates the conduct of Domiciliary Care Agencies, and other social and nursing care services, in England and Wales.

There are a number of Regional Offices from which Commissioners carry out their duties. The address of the CQC Regional Office, which is responsible for regulating our Agency, is

Care Quality Commission (CQC)  
Citygate, Gallowgate  
Newcastle upon Tyne  
NE1 4WH  
Tel: 03000 616161

Care Quality Commission (CQC)  
Finsbury Tower  
103 - 105 Bunhill Row  
London  
EC1Y 8TG  
Telephone: 03000 616161

## **Details of Insurance Cover**

HACO Health Care holds insurance cover provided by Allianz Insurance PLC in compliance with Regulation 23 (2b) – The Domiciliary Care Agencies Regulations 2002.

**HACO Health Care Compliment/Comment/Complaint Form**

If you wish to make a compliment, comment or a complaint, please fill in the information below and send to our main office.

Name .....

Address .....

.....

.....

Telephone .....

Service User's Name .....

Relationship to Service User .....

Please circle or delete as appropriate: **Compliment/Comment/Complaint**

Details, [please feel free to continue on a separate sheet]: